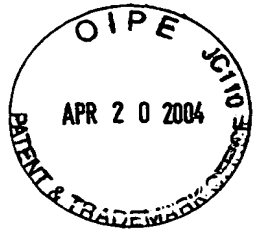


ATTORNEY DOCKET
064198.0185
(LB1025)

PATENT APPLICATION
10/766,985

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott, et al.
Serial No.: 10/766,985
Date Filed: January 29, 2004
Group Art Unit: Unknown
Examiner: Unknown
Title: *Method, Software and System for Developing
Interactive Call Center Agent Personas*

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV352389227US addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on April 20, 2004.

Shannon Judice

Shannon Judice

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, copies of any U.S. Patent and any U.S. Patent Application Publications cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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PATENT APPLICATION
10/766,985

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Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants

A handwritten signature in black ink, appearing to read "B. A. Dietzel", with a stylized flourish at the end.

Brian A. Dietzel
Reg. No. 44,656

Date: 04.20.2004

Correspondence Address:

At Customer No. **31625**

Telephone: 512.322.2674
Facsimile: 512.322.8307

PTO-1449

APR 20 2004

**Information Disclosure Citation
in an Application**

Application No.

Applicant(s)

10/766,985

Knott, et al.

Docket Number

Group Art Unit

Filing Date

064198.0185

Unknown

January 29, 2004

U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
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						YES	NO
P.							
Q.							
R.							
S.							
T.							

NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U.		
V.		
W.		
X.		
Y.		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

PTO-1449

Application No.

Applicant(s)

**Information Disclosure Citation
in an Application**

10/766,985

Knott, et al.

Docket Number

Group Art Unit

Filing Date

064198.0185

Unknown

January 29, 2004

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